PRV – Check Research

Purpose:

To re-mail a returned provider check or issue a duplicate check when a provider reports that a check was not received**.** Provider Services receives a call from a provider reporting that they did not receive a check issued to them. An investigation is done and if it is discovered that the check was returned to the IME as undeliverable, the check is re mailed to the provider. If the check has not been returned to the IME steps are taken to have a duplicate check issued.

Identification of Roles:

Customer Service Representative (CSR)
Provider Services
Department of Human Services (DHS) Fiscal Management (FM)
DHS Unit Manager

Performance Standards:

a. 95% of provider requests for stop payment will be researched within one business day of receipt of request.
b. 100% of provider requests for stop payment will be researched within five business days of receipt of request.

Path of Business Procedure:

Step 1: CSR receives a telephone call from the provider

Step 2: Complete a check research form in OnBase

Step 3: Research the request

a. Go into OnBase by clicking on the Workflow icon
b. Click on PRV02 › Check Research
c. Click on the document found under the Document Name
d. Click on File
e. Go to Open › Custom Query
f. Click on Undelivered Checks
g. Enter the Provider Number or National Provider Identifier (NPI) and click on Find
h. If the check was returned to the IME it will be listed under the Document Name with the indication that the check was:
    1. Deposited Claim worked in the Medicaid Management Information System (MMIS)
    2. Stale-Dated Over 180 days and claim worked in MMIS
    3. Returned Re-mailed to provider
    4. Voided Worked in MMIS & forwarded to DHS Fiscal Management
    5. Pending No action has been taken on check

Step 4: Was the check returned to the IME?

a. Yes: Proceed with Steps 5 - 10
b. No: Proceed to Step 13

Step 5: Is MMIS address correct?

a. Call the provider by using the telephone number on the check research form.
    1. Screen 1 on MMIS also shows the telephone number.
b. Check the provider's Pay To Address on MMIS
c. If address is correct on MMIS proceed to steps 6-10
d. Create a call log in Workview
e. If address is not correct in MMIS proceed to Step 11

Step 6: Request check from Revenue Collections

a. Send an e-mail to Revcoll Check Revenue Collections requesting that the check be pulled from the safe for mailing. In the email, include all of the following:
    1. Provider name
    2. Provider number
    3. Check amount
    4. Check number
    5. Issue date

Step 7: Print the Electronic Funds Transfer (EFT) Authorization Form

a. The EFT form is mailed along with the check.
    1. Go to the website www.ime.state.ia.us
    2. Click on Provider
    3. Click on Forms found on the left
    4. Click on 470-4202 - Electronic Funds Transfer (EFT) Authorization Form

Step 8: Create the letter

a. Go into OnBase and go to File
b. Select New
c. Click on Document Template
d. Select PRV Medicaid Check Review Results
e. Type the required information in the fields and click OK upon completion
f. Print the letter
g. Close the letter by clicking the "X" in upper right corner. A template will appear so that the letter can be saved. Enter the NPI or Provider number and in the field titled Unit which is shown in red; choose PRV and click Import

Step 9: Mail the check and letter

a. Stuff the letter, check, and EFT Authorization Form in an envelope and put in the outgoing mail

Step 10: Request a written address change from the provider

a. The provider must submit a written address change to the Provider Enrollment area before the check can be re mailed or a duplicate issued

Step 11: Update address on MMIS

a. When the provider sends in the address change, Provider Enrollment will update MMIS
b. Once address is corrected follow Steps 6 thru 10

Step 12: Check was not returned to the IME – does MMIS have the correct address?

a. Call the provider by using the telephone number found on screen 1of MMIS
b. Verify the provider's Pay To Address on MMIS

c. If address is not correct on MMIS follow **Steps 11 thru 12**
d. When the provider returns the address change and it is updated in MMIS proceed to **Step 14**

Step 13: Verify if the check was cashed

a. Go to the website www.wellsoffice.wellsfargo.com
b. Enter the Company ID (treas319), User ID and password
c. Under My Services Click Stops Images Search
d. Enter the following information
    1. Search for: Checks
    2. Select the Account: 9600054517
    3. Type Code: 475 Check Paid
    4. Search Date Range: Within 180 Calendar Days
    5. Posting date: Leave blank
    6. Check #: Insert the check Number
    7. Amount: Leave blank
    8. Click the search button
e. A posting date will appear if the check has been cashed. To view the cashed check, place a check in the box next to the check number.
f. If the check has not been cashed click "ITEM NOT FOUND" to view the check information.
g. If the check is older than 4 months it will not show up in the Wells Fargo website. To see if the check has been cashed you will need to send an email to Fiscal Management. (Natalie Storm and Rosemary Johnson)

Step 14: Was the check cashed?

a. Yes: Proceed to step 15
b. No: Proceed to stop 16

Step 15: Check has been cashed

a. Call the provider by using the telephone number on the check research form.
    1. Screen 1 in MMIS also shows the telephone number for the provider.
b. Inform the provider that the check has been cashed and the deposit date.
c. Send the provider a copy of the cashed check.
d. Print a copy of the cashed check by clicking "print" which is found just below the image of the check on www.wellsoffice.wellsfargo.com.
e. In OnBase, select the Create Letter task icon found on the right hand corner.
f. In MMIS enter 9 (Provider Subsystem) in the Application-Number field on the main menu, hit enter.
    1. Key in the action code I
    2. Enter the NPI or Medicaid-Legacy Number
    3. Hit the enter key which brings up the first screen on the provider file
    4. Copy and Paste the provider name to the document that was opened in OnBase; go back to MMIS.
g. Click the F3 key and the F11 key to find the Pay-To Address.
    1. Copy and Paste the Pay-To Address to the document open in OnBase.
h. Select Check Review Results letter in the letter type.
i. Click Save.
j. The requested letter will appear.
k. Insert the NPI number and check date.
l. Select the box "The check was cashed and a copy of the check is enclosed".

m. Add your extension number and your name to the letter and print.

n. Place a note on the check research indicating the check has been cashed.
o. Click the complete task icon found on the right hand corner.
p. Stuff the envelope with the letter and the copy of the cashed check.
q. Place the envelope in the Outgoing Mail Bin.

Step 16: Check has not been cashed- Does MMIS have the correct address?

a. Call the provider by using the telephone number found on the check research or screen 1 of MMIS.
b. Verify the provider's Pay-To Address on MMIS.
c. If Address is not correct on MMIS follow Steps 11 thru 12.
d. When the provider returns the address change and it is updated in MMIS proceed to Steps 17.

Step 17: Create letter and mail Affidavit and Agreement for Issuance of Duplicate Check to provider

a. Go into OnBase
b. Click the Create letter task
c. In MMIS enter 9 (Provider Subsystem) in the Application-Number field on the main menu, hit enter.
    1. Key in the action code I
    2. Enter the NPI or Medicaid-Legacy Number
    3. Hit the enter key which brings up the first screen on the provider file
    4. Copy and Paste the provider name to the document that was opened in OnBase, go back to MMIS
d. Click the F3 key and the F11 key to find the Pay-To Address.
    1. Copy and Paste the Pay-To Address to the document open in OnBase
e. Select Affidavit letter in the letter type
f. Click Save
g. The requested letter will appear
h. Add your extension number and your name to the letter and print the letter
i. Close the letter by clicking the "X" in upper right corner.
j. Print the "Affidavit and Agreement For Issuance of Duplicate Check" (470-4228) to include with the letter. The form is found on www.ime.state.is.us by clicking on Provider and selecting Forms and clicking on the form number.
k. Write the check number, check date and check amount on the Affidavit
l. Stuff the envelope with the letter and affidavit and place in the Outgoing Mail Box

Step 18: The provider returns the Affidavit and Agreement for Issuance of Duplicate Check

a. Before requesting a duplicate check, verify once again if the original check was returned to the IME since the Affidavit had been sent out and returned. Follow Step 3
    1. If the check was returned, proceed with Step 6 thru Step 10
    2. If the check was not returned, proceed to Step 13
    3. If the check has been cashed, proceed to Step15
    4. If the check has not been cashed, proceed with Step 19

Step 19: Send the Affidavit and Agreement for Issuance of Duplicate Check to DHS Fiscal Management for issuance of a check

a. Print the Affidavit

    1. Completed affidavits are located in the PRV02 Check Research queue in OnBase.
    2. Put the Affidavit in an interdepartmental envelope to the attention of Rosemary Johnson in FM at Hoover
    3. Put the envelope in the outgoing mail bin marked HOOVER
    4. Outgoing mail bins are located at the front desk
- b. Move the Affidavit from the PRV02 Check Research queue to the PRV02 Check Research (Pending Check) queue.

Step 20: The check is issued and delivered to the IME

- a. The courier will pick up the check from FM and hand deliver the check to the Provider Services Manager who will sign the check.
- b. The Unit Manager will hand deliver the check to the Associate Analyst for mailing.

Step 21: Contact the provider

- a. Call the provider by using the telephone number on the check research form.
    1. Screen 1 on MMIS also shows the telephone number
- b. Inform the provider that the check has been issued and will be mailed
- c. In the event the check is picked up at the IME by the provider, the Associate Analyst, Receptionist or a member of the Outreach staff will:
    1. Meet the provider in the reception area
    2. Verify by a picture ID and one other form of ID
    3. Have the provider sign the Receipt of Payment Form (located in the folder titled Manual Check Request in the PROVSRV drive
    4. Release the check to the provider.
    5. Copies of the documentation and check are put in the file titled “Providers Who Pick Up Checks” which is kept in the Associate Analyst’s upper left desk drawer

Step 22: Mail the check

- a. Create a letter and include the Remittance Advice and Electronic Funds Transfer (EFT) Authorization Form with the letter –follow Steps 7 –10
- b. Move the Affidavit from the PRV02 Check Research (Pending Check) queue to the Completed queue by clicking on the Complete task

Forms/Reports:

N/A

RFP References:

6.4.3.2.a

Interfaces:

IME Revenue Collections
DHS Fiscal Management

Attachments:

N/A